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## Workplan

- Objective :** 1. Assist pregnant women in Michigan to maintain pregnancy and achieve positive healthy pregnancy outcomes through provision of pregnancy support services and referrals to care.
- Activity :** a. Provide compassionate, caring and free services through approved life-affirming pregnancy support centers, social service agencies, maternity homes and adoption agencies
- Date Range :** 10/01/18 - 09/30/19
- Responsible Staff :** Vendors: Real Alternatives Service Provider Contractors
- Expected Outcome :** Some of the current Service Provider Contractors will activate more inactive sites and/or open new sites. New potential Service Provider Contractors will choose to submit to the approval process to become approved Service Provider Contractors in the Program.
- Measurement :** Increase to 20 - 25 active Service Provider Contractor sites.
- Target Audience :**
- Completion Date :**
- Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.) A total of 735 clients were served at 1,633 visits during this Quarter. There were 16 Service Provider Sites (13 Social Services sites and 3 Pregnancy Support sites.)
- Evaluation Results :**
- Activity :** b. An evaluation of the client's needs is made by the counselor during the counseling sessions.
- Date Range :** 10/01/18 - 09/30/19
- Responsible Staff :** Vendors: Real Alternatives Service Provider Contractors
- Expected Outcome :** Counselors will provide core services consisting of life-affirming information and counseling and necessary support services and related support services.
- Measurement :** Number of clients who feel supported will be in the 90-100% range.
- Target Audience :**
- Completion Date :**
- Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.) During this reporting period 734 clients felt supported (99.86%).
- Evaluation Results :**
- Activity :** c. Provide pregnancy and parenting support services support utilizing trained crisis intervention counselors (degreed, non-degreed and volunteers)

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<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Vendors: Real Alternatives Service Provider Contractors
<b>Expected Outcome :</b>	Each counselor must certify that they are degreed, or have received training through their Service Provider Contractor organization in pregnancy and parenting support counseling.
<b>Measurement :</b>	No counselor is able to access the billing portion of the system and therefore are unable to submit bills for reimbursement for services without this required certification. This is tested at annual Site Monitorings.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	There were 47 certified counselors during this reporting period.
<b>Evaluation Results :</b>	
<b>Activity :</b>	d. Provide referrals to other available community services to support pregnant women who are experiencing unplanned/crisis pregnancies, including referrals for prenatal and pediatric care, medical care, social services, and other supports as required and available.
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Vendors: Real Alternatives Service Provider Contractors
<b>Expected Outcome :</b>	Every Service Provider Contractor organization must maintain and use a pro-life referral list.
<b>Measurement :</b>	This is tested at annual Site Monitorings.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	There were 77 referrals made during this reporting period.
<b>Evaluation Results :</b>	
<b>Activity :</b>	e. Ensure client feedback is obtained to assure client support during crisis and counseling interventions.
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Vendors: Real Alternatives Service Provider Contractors
<b>Expected Outcome :</b>	Clients will feel supported through the services rendered by the Service Provider Contractor organization counselors.
<b>Measurement :</b>	The number of clients who feel supported will be in the 90 - 100% range.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	(See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.) During this reporting period 734 clients felt supported (99.86%).
<b>Evaluation Results :</b>	

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**Objective :**

2. Assist new Michigan mothers establish positive parenting practices through provision of parenting support services.

**Activity :**

a. Provide counseling and parenting education and referrals to pediatric care, social services, child care, financial support, housing, education for improving skills or obtaining a GED, job service and vocational training programs

**Date Range :** 10/01/18 - 09/30/19

**Responsible Staff :** Vendors: Real Alternatives Service Provider Contractors

**Expected Outcome :** Program counselors will provide counseling and classes on pregnancy and parenting skills topics, in addition to referring clients to other community services.

**Measurement :** By the number of clients who visit or plan to visit a healthcare professional for pre-natal care; who take their child for pediatric appointments; and whose children have up-to-date immunizations.

**Target Audience :**

**Completion Date :**

**Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.)

**Evaluation Results :**

**Activity :**

b. Provide parenting support utilizing trained counselors (degreed, non-degreed and volunteers)

**Date Range :** 10/01/18 - 09/30/19

**Responsible Staff :** Vendors: Real Alternatives Service Provider Contractors

**Expected Outcome :** Each counselor must certify that they are degreed, or have received training through their Service Provider Contractor organization in pregnancy and parenting support counseling.

**Measurement :** No counselor is able to access the billing portion of the system and therefore are unable to submit bills for reimbursement for services without this required certification. This is tested at annual Site Monitorings.

**Target Audience :**

**Completion Date :**

**Period Summary :** There were 47 certified counselors during this reporting period.

**Evaluation Results :**

**Objective :**

3. Assist women in Michigan who thought they were experiencing an unplanned/crisis pregnancy, but who are found to be not pregnant

**Activity :** a. Provide information on the risks of sexually transmitted diseases, relationship counseling, decision- making counseling, chastity information, teen pregnancy prevention programs, and other counseling to modify risk-taking behavior

**Date Range :** 10/01/18 - 09/30/19

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<b>Responsible Staff :</b>	Vendors: Real Alternatives Service Provider Contractors
<b>Expected Outcome :</b>	Counselors will provide information on the advantages of abstinence to avoid unintended pregnancies and sexually transmitted diseases.
<b>Measurement :</b>	By the number of clients receiving abstinence/chastity skills counseling and classes.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	During this reporting period, 111 clients received abstinence/chastity skills counseling/classes.
<b>Evaluation Results :</b>	
<b>Activity :</b>	b. Provide services to women in this category utilizing trained counselors (degreed, non-degreed and volunteers)
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Vendors: Real Alternatives Service Provider Contractors
<b>Expected Outcome :</b>	Each counselor must certify that they are degreed, or have received training through their Service Provider Contractor organization in pregnancy and parenting support counseling.
<b>Measurement :</b>	No counselor is able to access the billing portion of the system and therefore are unable to submit bills for reimbursement for services without this required certification. This is tested at annual Site Monitorings.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	There were 47 certified counselors during this reporting period.
<b>Evaluation Results :</b>	
<b>Objective :</b>	4. Serve approximately 2000 women and mothers of infants at approximately 8000 visits.
<b>Activity :</b>	a. Provide services to women and mothers
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Vendors: Real Alternatives Service Provider Contractors
<b>Expected Outcome :</b>	Conduct limited Google Ads campaign to the extent of the advertising funding to inform Michigan women of the availability of pregnancy and parenting support program services.
<b>Measurement :</b>	Service Provider Contractors will serve at least 2000 women at approximately 8000 visits.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	(See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.) A total of 735 clients were served at 1,633 visits during this Quarter.
<b>Evaluation Results :</b>	

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<b>Objective :</b>	5. Have Service Provider Contractors establish and maintain referral lists to life-affirming Michigan public and nonprofit organizations providing care to mothers and infants to assure ongoing care and services.
<b>Activity :</b>	a. Each Service Provider Contractor organization must have the appropriate referral resources to serve clients with essential and beneficial referrals including: i. Referrals for prenatal and pediatric care. ii. Referrals for medical care. iii. Referrals for social services organizations and support services such as: i. WIC, or other nutrition programs; MIHP, or other home visiting programs; local Department of Human Services; local health department; adoption agencies; child care; financial support; housing; education for improving skills or obtaining a GED; job service and vocational training programs; or transportation services as needed.
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Vendors: Real Alternatives / Real Alternatives Service Provider Contractors
<b>Expected Outcome :</b>	Every Service Provider Contractor organization must maintain and use a comprehensive pro-life referral list.
<b>Measurement :</b>	This is tested at annual Site Monitorings.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	There were 77 referrals made during this reporting period.
<b>Evaluation Results :</b>	
<b>Activity :</b>	b. Service Provider Contractor organizations are responsible to assure that referral sources are pro-life and continue to be pro-life.
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Vendors: Real Alternatives Service Provider Contractors
<b>Expected Outcome :</b>	Every Service Provider Contractor organization must maintain and use a comprehensive pro-life referral list.
<b>Measurement :</b>	This is tested at annual Site Monitorings.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	There were 77 referrals made during this reporting period.
<b>Evaluation Results :</b>	
<b>Activity :</b>	c. Service Provider Contractor organizations are responsible to evaluate referral organizations to assure they comply with life-affirming client service needs.
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Vendors: Real Alternatives Service Provider Contractors

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**Expected Outcome :** Every Service Provider Contractor organization must maintain and use a comprehensive pro-life referral list.  
**Measurement :** This is tested at annual Site Monitorings.  
**Target Audience :**  
**Completion Date :**  
**Period Summary :** There were 77 referrals made during this reporting period.  
**Evaluation Results :**

**Objective :** 6. Assure that program Service Provider Contractors meet the following criteria:

**Activity :**

- a. Are a nonprofit organization with 501 (c)3 tax exempt status
- b. Operate an alternatives to abortion program that has a stated policy of actively promoting childbirth instead of abortion
- c. Maintain a pro-life mission and agree not to promote, refer, or counsel abortion as an option to a crisis or unplanned pregnancy
- d. Are physically and financially separate from any entity that advocates, performs, counsels, or refers for abortion
- e. Understand that the funding for alternative to abortion services under this program does not include funding for the provision, referral, or advocacy of contraceptive services, drugs, or devices
- f. Provide core services consisting of information and counseling that promotes childbirth instead of abortion, and assists pregnant women in their decision regarding adoption or parenting
- g. Are nondiscriminatory
- h. Agree not to promote the teaching or philosophy of any religion or religious organization while providing program services to the client
- i. Have been in operation a minimum of one year providing core alternative to abortion services to women in a crisis pregnancy
- j. Provide abstinence education as the best and only method of avoiding unplanned pregnancies and sexually transmitted infections
- k. Agree to serve all eligible clients, including those with Limited English Proficiency
- l. Will annually verify that all staff and volunteers have current Michigan State Police and Child Abuse background check clearances
- m. Maintain client confidentiality
- n. Will submit their counselor training materials, and policies and procedures manual for evaluation
- o. Do not charge a fee for services to eligible clients.
- p. Provide handicapped accessible services.

**Date Range :** 10/01/18 - 09/30/19  
**Responsible Staff :** Real Alternatives  
**Expected Outcome :** Only Service Provider Contractors who have successfully completed an extensive Potential Service Provider Contractor Approval Process are permitted to participate in the Program.  
**Measurement :** Through the extensive Potential Service Provider Contractor Approval Process.  
**Target Audience :**  
**Completion Date :**

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**Period Summary :** All active Service Provider organizations have been approved through the extensive Potential Service Provider Contractor Approval Process.

**Evaluation Results :**

**Objective :** 7. Assure Service Provider Contractor compliance with program policies and objectives, including:

**Activity :**

- a. Annual site monitoring of Service Provider Contractor sites performed
- b. Assure accurate record-keeping of client eligibility
- c. Assure accurate submission of billing forms
- d. Assure all services are provided in a respectful and non-judgmental manner
  - i. Assure all services are provided to eligible clients with limited English, hearing or visual capabilities
  - ii. Assure all services are provided with appropriate cultural sensitivities
- e. Assure financial accountability through program site monitoring
- f. Ongoing quality assurance measures performed

**Date Range :** 10/01/18 - 09/30/19

**Responsible Staff :** Real Alternatives

**Expected Outcome :** Real Alternatives will conduct annual Site Monitorings of every Service Provider Contractor organization in the Program.

**Measurement :** Results are reported and submitted to MI DHHS.

**Target Audience :**

**Completion Date :**

**Period Summary :** No Site Monitorings were conducted during this reporting period.

**Evaluation Results :**

**Objective :** 8. Assure compliance with program reporting requirements. Quarterly Reports will, at a minimum, provide a total accounting of the following activities of the Service Provider Contractors:

**Activity :**

- a. Monitoring activities completed

**Date Range :** 10/01/18 - 09/30/19

**Responsible Staff :** Real Alternatives

**Expected Outcome :** Real Alternatives will conduct annual Site Monitorings of every Service Provider Contractor organization in the Program.

**Measurement :** Results are reported and submitted to MI DHHS.

**Target Audience :**

**Completion Date :**

**Period Summary :** No Site Monitorings were conducted during this reporting period.

**Evaluation Results :**

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**Activity :** b. Monitoring Report findings for each site monitored and subsequent corrective actions taken;  
**Date Range :** 10/01/18 - 09/30/19  
**Responsible Staff :** Real Alternatives  
**Expected Outcome :** Real Alternatives will conduct annual Site Monitorings of every Service Provider Contractor organization in the Program.  
**Measurement :** Results are reported and submitted to MI DHHS.  
**Target Audience :**  
**Completion Date :**  
**Period Summary :** No Site Monitorings were conducted during this reporting period.  
**Evaluation Results :**

**Activity :** c. Technical assistance provided  
**Date Range :** 10/01/18 - 09/30/19  
**Responsible Staff :** Real Alternatives  
**Expected Outcome :** Inform as to deficiencies; deductions for billing errors; Program retraining as required.  
**Measurement :** Real Alternatives has and will continue to provide these services and more as necessary.  
**Target Audience :**  
**Completion Date :**  
**Period Summary :** No Site Monitorings were conducted during this reporting period.  
**Evaluation Results :**

**Activity :** d. Follow-up on site monitoring findings for Service Provider Contractors  
**Date Range :** 10/01/18 - 09/30/19  
**Responsible Staff :** Real Alternatives  
**Expected Outcome :** Real Alternatives will take all necessary deductions, and will require Service Provider Contractor organizations to comply with required compliance issues that may be detected on Site Monitorings.  
**Measurement :** Whether or not deductions were taken and compliance occurred.  
**Target Audience :**  
**Completion Date :**  
**Period Summary :** No Site Monitorings were conducted during this reporting period.  
**Evaluation Results :**

**Activity :** e. Direct service activities such as information/services provided or referrals made

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<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Real Alternatives
<b>Expected Outcome :</b>	Counselors are required to follow contract terms and conditions.
<b>Measurement :</b>	Statistics provided in Quarterly Reports.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	(See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.)
<b>Evaluation Results :</b>	
<b>Activity :</b>	f. Significant Project(s) Status Report(s) including a brief narrative of projects described in the Work Plan, and any other significant projects or activities
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Real Alternatives
<b>Expected Outcome :</b>	Will be carried out throughout the term of the contract.
<b>Measurement :</b>	Reported on in Quarterly Reports.
<b>Target Audience :</b>	
<b>Completion Date :</b>	
<b>Period Summary :</b>	
<b>Evaluation Results :</b>	
<b>Activity :</b>	g. The number of pregnant women, non-pregnant women and parenting women served (separate reports for each of these three client types), by their county of residence, and their age reported by the following age groups: 1. Less than 16 years old; 2. 16 years old through 20 years old; 3. 21 years old through 25 years old; 4. 26 years old through 30 years old; 5. 31 years old through 35 years old; 6. 36 years old through 40 years old; 7. 41 years old through 45 years old; 8. 46 years old and older.
<b>Date Range :</b>	10/01/18 - 09/30/19
<b>Responsible Staff :</b>	Real Alternatives
<b>Expected Outcome :</b>	Continues throughout contract term.
<b>Measurement :</b>	Reported on in Quarterly Reports.

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**Target Audience :**

**Completion Date :**

**Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.)

**Evaluation Results :**

**Activity :**

h. The number of pregnant women, non-pregnant women and parenting women served (separate reports for each of these three client types), by race, by county, by age (White, African American, Native American, Asian, multi-racial, unknown/not declared)

**Date Range :** 10/01/18 - 09/30/19

**Responsible Staff :** Real Alternatives

**Expected Outcome :** Continues throughout contract term.

**Measurement :** Reported on in Quarterly Reports.

**Target Audience :**

**Completion Date :**

**Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.)

**Evaluation Results :**

**Activity :**

i. The number of pregnant women, non-pregnant women and parenting women served (separate reports for each of these three client types), by ethnicity, by county, by age (Hispanic, non--Hispanic)

**Date Range :** 10/01/18 - 09/30/19

**Responsible Staff :** Real Alternatives

**Expected Outcome :** Continues throughout contract term.

**Measurement :** Reported on in Quarterly Reports.

**Target Audience :**

**Completion Date :**

**Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.)

**Evaluation Results :**

**Activity :**

j. The number of visits by pregnant women, non-pregnant women and parenting women (separate reports for each of these three client types), by county, by age.

1. Hotline calls from Michigan and number of subsequent referrals to Service Provider Contractors

2. Public Information activities in Michigan

**Date Range :** 10/01/18 - 09/30/19

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**Responsible Staff :** Real Alternatives  
**Expected Outcome :** Continues throughout contract term.  
**Measurement :** Reported on in Quarterly Reports.  
**Target Audience :**  
**Completion Date :**  
**Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.)  
**Evaluation Results :**

**Activity :** k. Report number of Service Provider Contractor referrals by type:  
1. Prenatal care providers  
2. Pediatric care providers

**Date Range :** 10/01/18 - 09/30/19  
**Responsible Staff :** Real Alternatives  
**Expected Outcome :** Continues throughout contract term.  
**Measurement :** Reported on in Quarterly Reports.  
**Target Audience :**  
**Completion Date :**  
**Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.)  
**Evaluation Results :**

**Activity :** l. Report of client outcomes  
1. Number of clients indicating they are choosing childbirth  
2. Number of clients who visited or are planning to visit a health care provider for prenatal care.  
3. Number of clients who have taken their child to a pediatric appointment.  
4. Number of clients with infants up to date in immunizations.  
5. Number of clients who felt supported at the end of their counseling session.

**Date Range :** 10/01/18 - 09/30/19  
**Responsible Staff :** Real Alternatives  
**Expected Outcome :** Continues throughout contract term.  
**Measurement :** Reported on in Quarterly Reports.  
**Target Audience :**  
**Completion Date :**  
**Period Summary :** (See 1-1-19 through 3-31-19 Quarterly Status Report submitted to Barbara Quess Derman.)  
1. Choosing Childbirth: 481

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- 2. Prenatal Care: 615
  - 3. Pediatric Appointments: 140
  - 4. Immunizations: 123
  - 5. Felt Supported: 734

**Evaluation Results :**